IN THE CLAIMS

The text of all pending claims is set forth below. Cancelled and withdrawn claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with strikethrough. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented) or (not entered).

Please **AMEND** claims 1 and 9 as follows:

Please **ADD** new claim 10 as follows:

1.   (CURRENTLY AMENDED) A CTI server comprising:

receiving means for receiving a call from a telephone terminal; and

analysis means for analyzing a CTI server state condition of for the call from the telephone terminal to generate a parameter based on the state condition in the CTI server for the call, the parameter representing which represents a presumed psychological state of a customer using the telephone terminal.

2.   (ORIGINAL) A CTI server according to claim 1, further comprising:

icon creating means for creating an icon to visually display the presumed psychological state of the customer on a basis of the parameter; and

icon display control means for displaying the presumed psychological state of the customer by using the icon.

3.   (ORIGINAL) A CTI server according to claim 1, further comprising:

advice creating means for creating an advice on a basis of the parameter to indicate properly dealing with the customer; and

advice display control means for displaying the advice.

4.   (ORIGINAL) A CTI server according to claim 1, further comprising:

callback instructing means for analyzing a neglect data to indicate that the telephone terminal is to be called in a case that a number of incoming calls or a number of times that the call has been neglected in the neglect data for the call from the telephone terminal is equal to or more than a predetermined value, the neglect data being obtained when the call from the telephone terminal has been neglected and being information which represents the condition for

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the call from the telephone terminal.

5.   (ORIGINAL) A CTI server according to claim 1, wherein the analysis means analyses the condition for the call from the telephone terminal by using at least incoming call data obtained when the call from the telephone terminal has arrived, dealing data on dealing with the call from the telephone terminal, and transfer data on transfer of the call from the telephone terminal, each of which is information which represents the condition for the call from the telephone terminal.

6.   (ORIGINAL) A CTI server according to claim 1, wherein the analysis means generates a first and second parameters, the first parameter being based on information directly related to a psychological state of the customer concerning the call from the telephone terminal, and the second parameter being based on other information not directly related to the psychological state of the customer.

7.   (ORIGINAL) A CTI server according to claim 6, further comprising:
icon creating means for creating an icon to visually display the presumed psychological state of the customer on a basis of the parameter; and
icon display control means for displaying the presumed psychological state of the customer by using the icon,
        wherein the icon creating means creates a first and second icons on a basis of the first and second parameters respectively, and
        wherein the icon display control means displays the first and second icons.

8.   (ORIGINAL) A CTI server according to claim 1, wherein the analysis means creates information which represents condition for the call from the telephone terminal concurrently with ringing of the call and while the call is being dealt with.

9.   (CURRENTLY AMENDED) A computer-readable program recording medium having a program recorded therein for implementing a CTI server,
        wherein the recording medium has the program recorded therein, the program causing a computer as the CTI server to execute:
        a process of receiving a call from a telephone terminal; and
        a process of analyzing a CTI server state condition of for the call from the telephone

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terminal to generate parameters <u>based on the state condition in the CTI server for the call, the parameter representing</u> ~~which represents of~~ a presumed psychological state of a customer using the telephone terminal.

10.   (NEW) A method, comprising:

receiving at a computer server a customer call from a telephone terminal; and

analyzing computer server state conditions of the received telephone terminal call to generate at least one customer psyche parameter based on the state conditions in the computer server for the received telephone terminal call, the at least one psyche parameter representing a presumed psychological state of the calling customer.